

Service Components

1. Case Management Services

Contractors must use the ONS Comprehensive Resettlement Plan (ONS-CRP) or a **comparable** alternative. The entire ONS-CRP should be re-assessed after 12 months and, if the refugee or household has not achieved self-sufficiency, a new CRP should be developed with specialized, intensive services that ensure economic independence and family stability.

All case management must be carried out in accordance with the portion of Title VI of the Civil Rights Act that pertains to persons of limited English proficiency.

Resettlement agencies are mandated to have bi-cultural and bi-lingual staffs that mirror those of the population served. Contractors will provide needed language capacity to ensure that no refugee will be denied access to programs, activities, services, and entitlements through lack of understanding or misinformation due to limited English proficiency. Contractors must have a plan in place for securing interpreters of languages not represented on staff.

Comprehensive case management demands a team approach. The ONS-CRP must reflect coordination of needed services and the interaction of agency staff that must manage and support service delivery for clients.

2. Employment Services

Employment services must begin immediately after the refugee family's needs have been assessed and documented in the ONS-CRP. Employment services are designed to assist a refugee in obtaining a job that uses the refugee's skills, if possible, has durability, offers health insurance, provides an acceptable level of income in the context of the family's needs, and leads ultimately to the earliest possible economic self-sufficiency.

In instances in which refugees are TANF recipients, cooperation and coordination between local departments of social services and refugee service providers are keys to seamless and effective employment and support services to the refugee family. All contractors must be able to provide accurate TANF data to ONS and recorded in the Virginia Newcomer Information System (VNIS).

Employment services must be linguistically and culturally appropriate in all phases, including assessment of the employment options for refugee families, teaching job search and retention skills, and marketing the refugee's skills.

Employment services include:

- Orientation to the American workplace
- Counseling in job-seeking methods such as preparing a resume or job application
- Training on interviewing techniques
- Providing information on employer benefits
- Assisting the refugee in developing a job search plan
- Referring the refugee to prospective employers

Service providers may secure vocational or occupational skills training, including vocational English language training, or bona fide skills re-certification that provide a refugee with the technical skills and knowledge needed for employment in a specific occupation.

Comprehensive resettlement requires that service providers reach into the community to provide employer training on cross-cultural differences, promote the strengths of refugees as employees, and advocate for job opportunities that match the skills and abilities of refugee clients. Networking with trade groups and employer associations within the community is a means to keep abreast of the local labor market; tie in to employment resources, training, and employment opportunities; and foster visibility for the refugee resettlement programs.

3. English Language Assessment

Contractors must administer an English language fluency assessment test each refugee eligible prior to enrollment into English language training. This test must be comprehensive enough to allow the Contractor enough information to accurately determine the refugee's level of English fluency. Contractors must provide and will be measured on the provision of English language training (ELT) as part of Employment Services. Contractors must utilize a broad spectrum of English language training options that includes:

- well-established adult education programs
- computer assisted English, on-site neighborhood training
- one-on-one tutors
- work site training
- volunteer/mentor teachers

4. Employment Support Services

Contractors must provide support services designed to assist refugees in overcoming barriers to self-sufficiency. Activities may include:

- Transportation
- Interpretation/Translation
- Health-related
- Child care
- Home management

Service providers must demonstrate external linkages and make use of existing community services in order to provide the necessary support and address refugees' multiple needs. Types of services include:

- Housing assistance
- Mental health services
- Immigration services
- Legal aid

5. Education, Outreach, and Resource Sharing

Contractors must demonstrate in the ONS-CRP that education, outreach, and resource sharing are viewed as essential ingredients in refugee resettlement and should always be part of comprehensive resettlement.

This category of service includes recruiting and training volunteers and the design of volunteer initiatives to provide refugees and their families with cross-cultural and moral support, encouragement in achieving resettlement goals, companionship for homebound women, and/or other needed support. ONS strongly recommends that volunteers receive extensive training, operate under agreements or contracts, be supervised by a case manager or other salaried employee, and that they receive periodic evaluations and guidance.